

## **OCCUPATIONAL GROUP: Social Services**

### **CLASS FAMILY: Rehabilitation Services**

#### **CLASS FAMILY DESCRIPTION:**

**This family of positions includes those whose purpose is to provide rehabilitative services to qualified persons in compliance with state and federal laws, rules, regulations, policies and procedures.**

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#### **CLASS TITLE: Interpreter**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions provide full performance level American Sign Language interpreting services. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Translates between deaf or hearing-impaired clients and/or patients and rehabilitation staff, employers, medical professionals, health care professionals, advocates and/or other service providers.
- Plans, schedules and teaches American Sign Language skills to staff, client family members and the public.
- Provides presentations to interested community groups to further public awareness of deafness as a disability.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the vocabulary and emotional expression in American Sign Language.
- Knowledge of behavioral and mental patterns and special needs of deaf and hearing-impaired individuals.
- Knowledge of the optimal conditions for lip-reading and/or manual sign language interpretation.
- Knowledge of various mechanical devices to aid the deaf or hearing-impaired.
- Skill in translating spoken English to manual sign language.
- Skill in reading and understanding manual sign language and translating it to spoken English.
- Ability to plan and present instructional classes on limited subject.
- Ability to plan and present speeches and/or demonstrations to all levels of community groups.
- Ability to keep accurate written records of services performed.

#### **MINIMUM QUALIFICATIONS:**

**Education:** High school diploma or equivalent.

**Experience:** None.

**Education & Experience Substitution:** None.

**Certificates, Licenses, Registrations:** Certification by the National Association of the Deaf - **OR-** Certificate of Interpreting (CI)/Certificate of Transliterating (CT) by the Registry of Interpreters for the Deaf (RID).

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**CLASS TITLE: Rehabilitation Services Support Specialist**

**DISTINGUISHING CHARACTERISTICS:**

These positions provide paraprofessional support related to the administration of rehabilitation service programs, which may include assisting in the development and/or revision of agency policies and procedures, assisting with compilation, analysis and interpretation of data, assisting with initial diagnostic interviews, assisting with development of individualized client plans and translating written materials into braille format. These positions may serve as Skills Trainers whose purpose is to teach independent living skills to qualified, hearing impaired persons. Individuals in these positions do not have supervisory or budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Develops new client referrals, explains agency programs to prospective clients and completes all aspects of the application process.
- Conducts initial diagnostic interviews and recommends diagnostic evaluations.
- Completes assessments of visually impaired senior citizens to determine program eligibility and identify areas of need for independent living services.
- Establishes and maintains paper and electronic files; inputs data into Electronic Case Management (ECM) and fiscal systems (CAPS).
- Provides training in vision utilization and the use of low vision devices and adaptive aids to visually impaired senior citizens.
- Reviews cases and performs necessary case actions.
- Contacts claimants and evidence sources to obtain documentation.
- Explains operational and procedural policies, regulations and guidelines and answers general questions.
- Assists with development of client Individual Employment Plans (IEP).
- Maintains progress of IEPs and services through home visits and employer contacts.
- Makes presentations and promotes agency services to the community, physicians, schools and employers.
- Composes correspondence and prepares authorizations for service.
- Reviews forms for completeness and compliance.
- Compiles information and prepares statistical and narrative reports; reviews data for inclusion in reports.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of or ability to learn laws, rules, regulations, policies and procedures of the Division of Rehabilitation Services and the program or technical area.

- Knowledge of medical and vocational documentation requirements.
- Knowledge of the psychological and social problems of the disabled.
- Knowledge of casework operating system.
- Knowledge of general office procedures.
- Ability to collect and compile accurate information.
- Ability to understand and interpret medical, psychological, and vocational evidence.
- Ability to use the ONET, Standard Occupational Titles (SOC) and Dictionary of Occupational Title resource tools.
- Ability to interact and develop resources at the community level.
- Ability to perform basic arithmetic and clerical-related tasks.
- Ability to communicate well, both orally and in writing.

#### **MINIMUM QUALIFICATIONS:**

**Education:** High school diploma or equivalent.

**Experience:** 2 – 4 years of full-time or equivalent part-time paid experience providing advanced level clerical office support.

**Education & Experience Substitution:** Bachelor's degree from a regionally accredited college or university may substitute for the required experience on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.

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#### **CLASS TITLE: Rehabilitation Services Support Specialist Senior**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions serve as Business Counselors whose purpose is to assist licensed blind vendors in small business operations by helping them maintain and further develop the skills and abilities required to operate successfully as self-employed individuals in the Randolph Sheppard Program. Individuals in these positions do not have supervisory or budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Assists program vendors in daily business management operations such as accounting, customer service and marketing.
- Completes vendor site inspections to provide feedback to vendors regarding regulatory compliance and to assist in preventive maintenance, repair or replacement of vendor equipment.
- Assists in procurement of vendor equipment and services.
- Provides training to new vendors entering the program and maintains training records on assigned vendors.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of or ability to learn laws, rules, regulations, policies and procedures of the Division of Rehabilitation Services and the program or technical area.

- Knowledge of the principles and practices of business management.
- Knowledge of training techniques.
- Ability to establish and maintain effective working relationships with clients and staff.
- Ability to perform basic arithmetic.
- Ability to communicate well, both orally and in writing.
- Ability to maintain records and write reports.

#### **MINIMUM QUALIFICATIONS:**

**Education:** High school diploma or equivalent.

**Experience:** 2 – 4 years of full-time or equivalent part-time paid experience related to Business Management.

**Education & Experience Substitution:** Bachelor's degree related to Business Management from a regionally accredited college or university may substitute for the required experience on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.

#### **CLASS TITLE: Rehabilitation Services Specialist**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions perform full performance level professional duties related to the administration of a rehabilitation service program, which may include coordination of program services, assisting in the development and/or revision of agency policies and procedures. Individuals in these positions have supervisory responsibilities and typically do not have budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Interprets and applies applicable laws, rules, regulations, policies and procedures governing the program to resolve problems, ensure compliance and provide guidance to agency staff and clients.
- Supervises staff in program area to include assigning and reviewing work, training staff, and conducting performance evaluations.
- Completes assessments of visually impaired senior citizens to determine program eligibility and identify areas of need for independent living services.
- Monitors changes in adaptive technologies and programmatic laws, rules, regulations, policies and procedures and advises clients and other staff of such changes.
- Provides training in vision utilization and the use of low vision devices and adaptive aids to visually impaired senior citizens.
- Represents the program with the agency and outside entities.
- Completes special and/or statistical reports, analyzing data and interpreting results.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of laws, rules, regulations, policies and procedures of the Division of Rehabilitation Services and the program or technical area.
- Ability to represent the program and to provide consultation on program or Division concerns.
- Ability to synthesize information and provide interpretation.
- Ability to supervise subordinates.
- Ability to communicate well, both orally and in writing.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree related to Rehabilitation Services from a regionally accredited college or university.

**Experience:** 1 – 3 years of full-time or equivalent part-time paid experience related to Rehabilitation Services.

**Education & Experience Substitution:** Additional experience as described above may substitute for the required education on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.

#### **CLASS TITLE: Rehabilitation Services Specialist Senior**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions perform advanced level professional duties related to the administration of multiple rehabilitation service programs, which may include coordination of major program services, interpretation of associated state and/or federal laws, rules, regulations, policies and/or procedures, development and/or revision of agency policies and procedures and serving as a technical consultant to agency staff. Individuals in these positions may, but typically do not, have supervisory responsibilities and typically do not have budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Interprets and applies applicable laws, rules, regulations, policies and procedures governing the programs to resolve problems, ensure compliance and provide guidance to agency staff.
- Effects or recommends operational changes to facilitate efficient and effective accomplishment of goals or delivery of service.
- Informs director of technical area, program, or service deficiencies and recommends improvements.
- Consults with other program or technical area staff, supervisors, or managers concerning projects and priorities.
- Develops rules, policies, and legislation regarding specific work projects.
- Reads, reviews, and responds to correspondence or distributes to appropriate staff.
- Develops research, information, or training programs.
- Evaluates program or technical area effectiveness.

- Writes, edits, or contributes to policy and procedure manuals.
- Contacts with federal, state, local program representatives and officials, Division of Rehabilitation Services management and staff, and legislature.
- Plans and develops budget requests and short- and long-range work plans.
- May lead or supervise professional and/or support staff.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of laws, rules, regulations, policies and procedures of the Division of Rehabilitation Services and the program or technical area.
- Ability to plan and coordinate work, plan and project budgeting needs, and organize work and projects.
- Ability to analyze situations, problems, and information and develop appropriate responses and resolutions.
- Ability to communicate well, both orally and in writing.
- Ability to assign, direct and review the work of others.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree related to Rehabilitation Services from a regionally accredited college or university.

**Experience:** 3 – 5 years of full-time or equivalent part-time paid experience related to Rehabilitation Services.

**Education & Experience Substitution:** Additional experience as described above may substitute for the required education on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.

#### **CLASS TITLE: Rehabilitation Services Counselor**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions provide full performance level, professional rehabilitation counseling services to qualified persons. Work may include conducting diagnostic interviews and studies, determining eligibility for vocational rehabilitation services, developing individualized client plans and monitoring progression toward goals. Individuals in these positions do not have supervisory or budgetary responsibilities. Perform related work as required

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Counsels disabled individuals to assess the individual's ability to obtain, maintain and retain employment and to identify potential problems with the return to work.
- Provides vocational and life adjustment counseling and guidance.
- Collects and assesses medical, psychological and vocational data to determine rehabilitation needs of the disabled client.
- Determines clients' eligibility for rehabilitation services.



- Facilitates the provision of medical and rehabilitation services from the agency, the health care community and the rehabilitation community.
- Meets with community employers for job development purposes and to identify potential worksite modifications.
- Develops appropriate rehabilitation programs to enable individuals to obtain, maintain or retain employment.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of laws, rules, regulations, policies and procedures of the Division of Rehabilitation Services and the program or technical area.
- Knowledge of the Rehabilitation Act and subsequent amendments.
- Knowledge of the principles of counseling and guidance.
- Knowledge of occupations in terms of skills required, physical demands, training requirements and working conditions.
- Ability to understand and interpret medical, psychological and vocational reports for formulating vocational goals and objectives.
- Ability to establish relationships and develop resources at the community level.
- Ability to present factual material effectively in written or oral form.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Master's degree in Rehabilitation Counseling or closely related field from a regionally accredited college or university.

**Experience:** None.

**Education & Experience Substitution:** Current national certification as a Certified Rehabilitation Counselor (CRC) or Certified Vocational Evaluator (CVE) **-OR-** Current West Virginia licensure as a Licensed Professional Counselor (LPC) may substitute for the required Master's degree.

**Certificates, Licenses, Registrations:** None.

#### **CLASS TITLE: Rehabilitation Services Counselor Senior**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions provide advanced level professional rehabilitation counseling services to qualified persons. Work may include conducting diagnostic interviews and studies, determining eligibility for vocational rehabilitation services, developing individualized plans for employment and monitoring progression toward goals. These positions serve as lead workers, approving individualized client plans and assisting with training new counselors and supervising interns and practicum students. Individuals in these positions may act as a backup supervisor but typically do not have budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Meets with superiors as needed to discuss the work of the unit and individual performance of duties; may complete performance evaluations on subordinates.
- Performs advanced level testing and vocational assessments in order to formulate a rehabilitation plan and return the individual to the work force.
- Provides vocational and life-adjustment counseling utilizing advanced counseling techniques.
- Collects and assesses medical, psychological and vocational data to determine rehabilitation needs of the disabled client.
- Determines client's eligibility for sponsored services and develops a comprehensive rehabilitation plan to meet the individual disabled client's needs.
- Reviews and approves rehabilitation plans.
- Facilitates the provision of medical and rehabilitation services from the agency, the health care community and the rehabilitation community.
- Conducts advanced level on-site job analysis.
- Assists/advises community employers in developing jobs for disabled clients.
- Manages a caseload of blind and visually impaired clients, deaf and hearing impaired clients and other severely disabled clients requiring intense and comprehensive rehabilitation services.
- Serves as a consultant to community employers and businesses regarding structural barriers, the Americans with Disabilities Act (ADA), affirmative action for the disabled and serves in other advocacy roles for the disabled as appropriate.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of laws, rules, regulations, policies and procedures of the Division of Rehabilitation Services and the program or technical area.
- Knowledge of the principles of counseling and guidance.
- Knowledge of the psychological and social problems of the disabled.
- Knowledge of occupations in terms of skills required, physical demands, training requirements, working conditions and suitability for disabled persons.
- Ability to understand and interpret medical, psychological and vocational reports for formulating vocational goals and objectives.
- Ability to counsel injured workers, employers and health care providers in order to facilitate the injured workers' return to employment.
- Ability to establish relationships and develop resources at the community level.
- Ability to present factual material effectively in written or oral form.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Master's degree in Rehabilitation Counseling or closely related field from a regionally accredited college or university.

**Experience:** 1 – 4 years of full-time or equivalent part-time paid experience related to Rehabilitation Counseling.

**Education & Experience Substitution:** Current national certification as a Certified Rehabilitation Counselor (CRC) or Certified Vocational Evaluator (CVE) **-OR-** Current West



Virginia licensure as a Licensed Professional Counselor (LPC) may substitute for the required Master's degree.

**Certificates, Licenses, Registrations:** Current national certification as a Certified Rehabilitation Counselor (CRC) or Certified Vocational Evaluator (CVE) **-OR-** Current West Virginia licensure as a Licensed Professional Counselor (LPC) may be required.

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**CLASS TITLE: Rehabilitation Services Supervisor**

**DISTINGUISHING CHARACTERISTICS:**

These positions coordinate and supervise the work of staff in a branch office or a comparable central office unit responsible for performing work related to administration of rehabilitation services. Work may include planning, assigning and reviewing the work of subordinates, conducting employee performance appraisals and interpretation of programmatic policies and procedures. Individuals in these positions supervise professional, consultative and/or support personnel and typically provide input into setting a budget and have responsibility for staying within an assigned budget. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, supervises and coordinates the work activities of professional, consultative and support personnel in a branch office.
- Develops, maintains and coordinates client service support programs.
- Serves in a liaison capacity with appropriate allied agencies, organizations and client advocacy groups.
- Oversees the identification of program needs, goals and the development of new programs in rehabilitation services.
- Maintains good public relations with the local community and allied organizations through public speaking engagements and consultative work and oversees the development and dissemination of informative literature.
- Oversees and participates in staff development activities.
- Participates in the development of budget requests and supports the upgrading of personnel and program resources.
- Explains programs and provides information to clients and public.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of laws, rules, regulations, policies and procedures of the Division of Rehabilitation Services and the program or technical area.
- Knowledge of the rehabilitation process including methods, techniques and practices for service delivery.
- Knowledge of vocational adjustment problems of disabled persons.
- Knowledge of the principles of personnel and fiscal management.
- Skill in making oral and written presentations relating to vocational rehabilitation or disability evaluation programs.

- Skill in preparing detailed reports and proposals relating to rehabilitation or disability evaluation programs.
- Ability to assign, review and evaluate the work of others.
- Ability to establish and maintain effective relationships with professionals and allied groups.
- Ability to utilize data in the evaluation of service delivery.

**MINIMUM QUALIFICATIONS:**

**Education:** Master's degree in Rehabilitation Counseling or closely related field from a regionally accredited college or university.

**Experience:** 2 – 4 years of full-time or equivalent part-time paid experience related to Rehabilitation Counseling.

**Education & Experience Substitution:** Current national certification as a Certified Rehabilitation Counselor (CRC) or Certified Vocational Evaluator (CVE) **-OR-** Current West Virginia licensure as a Licensed Professional Counselor (LPC) may substitute for the required Master's degree.

**Certificates, Licenses, Registrations:** None.

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**CLASS TITLE: Rehabilitation Services Supervisor Senior**

**DISTINGUISHING CHARACTERISTICS:**

These positions coordinate and supervise the work of all offices within a district or a comparable central office unit responsible for performing work related to administration of rehabilitation services. Work may include planning, assigning and reviewing the work of subordinates, conducting employee performance appraisals and interpretation of programmatic policies and procedures. Individuals in these positions supervise professional, consultative and/or support personnel, typically provide input into setting a budget and have responsibility for staying within an assigned budget. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, supervises and coordinates the work activities of supervisory, professional, consultative and support personnel.
- Develops, maintains and coordinates client service support programs.
- Identifies and examines trends of vocational rehabilitation and new approaches, techniques and equipment in rehabilitation services.
- Serves in a liaison capacity with appropriate allied agencies, organizations and client advocacy groups.
- Oversees statewide planning for the evaluation of existing rehabilitation programs and the development of new rehabilitation programs.
- Maintains good public relations with the local community and allied organizations through public speaking engagements and consultative work and oversees the development and dissemination of informative literature.
- Oversees and participates in staff development activities.

- Participates in the development of budget requests and supports the upgrading of personnel and program resources.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of philosophy, laws, rules, regulations, policies and procedures of the Division of Rehabilitation Services and the program or technical area.
- Knowledge of the rehabilitation process including methods, techniques and practices for service delivery.
- Knowledge of vocational adjustment problems of the disabled persons.
- Knowledge of the principles of personnel and fiscal management.
- Skill in preparing detailed reports and proposals relating to rehabilitation programs.
- Ability to assign, review and evaluate the work of others.
- Ability to establish and maintain effective relationships with professionals and allied groups.
- Ability to utilize data in the evaluation of service delivery in the district.

### **MINIMUM QUALIFICATIONS:**

**Education:** Master's degree in Rehabilitation Counseling or closely related field from a regionally accredited college or university.

**Experience:** 3 – 5 years of full-time or equivalent part-time paid experience related to Rehabilitation Services, including 2 years in a supervisory capacity.

**Education & Experience Substitution:** Current national certification as a Certified Rehabilitation Counselor (CRC) or Certified Vocational Evaluator (CVE) **-OR-** Current West Virginia licensure as a Licensed Professional Counselor (LPC) may substitute for the required Master's degree. Additional experience as described above may substitute for the required Master's degree on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.

### **CLASS TITLE: Rehabilitation Services Manager**

### **DISTINGUISHING CHARACTERISTICS:**

These positions provide direction for a statewide rehabilitation program, including responsibility for leadership and management of the day-to-day operations of the program, or coordinate development of new programs, which may include researching strategic trends, innovative opportunities and agency needs and collaborating with senior level management to lead agency administration and operations. Individuals in these positions typically have supervisory responsibilities over professional, technical and/or support personnel, input into setting a budget and responsibility for staying within an assigned budget. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Develops and oversees the implementation of community rehabilitation service programs on a statewide basis.

- Identifies and examines trends of vocational rehabilitation and new approaches, techniques and equipment in rehabilitation services.
- Serves in a liaison capacity with appropriate allied agencies, organizations and client advocacy groups.
- Oversees statewide planning for the evaluation of existing rehabilitation programs and the development of new rehabilitation programs.
- Maintains good public relations with allied organizations through public speaking engagements and consultative work and oversees the development and dissemination of informative literature in the area of assignment.
- Plans and coordinates the work activities of supervisory, professional, consultative and support personnel.
- Oversees and participates in staff development activities.
- Assists in the development of agency budget requests and advocates the upgrading of personnel and program resources.
- Interacts with regional and federal officials in the development and monitoring of programs.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of philosophy, laws, rules, regulations, policies and procedures of the Division of Rehabilitation Services and the program or technical area.
- Knowledge of the rehabilitation process including methods, techniques and practices for service delivery.
- Knowledge of vocational adjustment problems of the disabled persons.
- Knowledge of the principles of personnel and fiscal management.
- Skill in making oral and written presentations relating to vocational rehabilitation programs.
- Skill in preparing detailed reports and proposals relating to rehabilitation programs.
- Ability to manage the delivery of vocational rehabilitation services according to state and federal regulations and agency policy.
- Ability to assign, review and evaluate the work of others.
- Ability to establish and maintain effective relationships with professionals and allied groups.
- Ability to utilize data in the evaluation of service delivery statewide.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Master's degree in Rehabilitation Counseling or closely related field from a regionally accredited college or university.

**Experience:** 4 – 6 years of full-time or equivalent part-time paid experience related to Rehabilitation Services, including 2 years in a supervisory capacity.

**Education & Experience Substitution:** Current national certification as a Certified Rehabilitation Counselor (CRC) or Certified Vocational Evaluator (CVE) -**OR-** Current West Virginia licensure as a Licensed Professional Counselor (LPC) may substitute for the required Master's degree. Additional experience as described above may substitute for the required Master's degree on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.

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**CLASS TITLE: Rehabilitation Services Manager Senior**

**DISTINGUISHING CHARACTERISTICS:**

These positions provide administrative oversight of the Program Services or Field Services Divisions, which may include strategic planning, implementation, monitoring and evaluation of initiatives related to respective rehabilitation services. Individuals in these positions typically have supervisory responsibilities over a large division of professional, technical and/or support personnel and are responsible for setting and controlling a budget. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Develops and oversees the implementation of client service programs within the Program Services or Field Services Divisions.
- Identifies and examines trends of vocational rehabilitation and new approaches, techniques and equipment in rehabilitation services.
- Serves in a liaison capacity with appropriate allied agencies, organizations and client advocacy groups.
- Oversees statewide planning for the evaluation of existing rehabilitation programs and the development of new rehabilitation programs.
- Maintains good public relations with allied organizations through public speaking engagements and consultative work and oversees the development and dissemination of informative literature in the area of assignment.
- Plans and coordinates the work activities of supervisory, professional, consultative and support personnel.
- Oversees and participates in staff development activities.
- Assists in the development of agency budget requests and advocates the upgrading of personnel and program resources.
- Interacts with regional and federal officials in the development and monitoring of programs.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of philosophy, laws, rules, regulations, policies and procedures of the Division of Rehabilitation Services and the program or technical area.
- Knowledge of the rehabilitation process including methods, techniques and practices for service delivery.
- Knowledge of vocational adjustment problems of the disabled persons.
- Knowledge of the principles of personnel and fiscal management.
- Skill in making oral and written presentations relating to vocational rehabilitation programs.

- Skill in preparing detailed reports and proposals relating to rehabilitation programs.
- Ability to manage the delivery of vocation rehabilitation services according to state and federal regulations and agency policy.
- Ability to assign, review and evaluate the work of others.
- Ability to establish and maintain effective relationships with professional and allied groups.
- Ability to utilize data in the evaluation of service delivery statewide.

**MINIMUM QUALIFICATIONS:**

**Education:** Master's degree in Rehabilitation Counseling or closely related field from a regionally accredited college or university.

**Experience:** 6 – 8 years of full-time or equivalent part-time paid experience related to Rehabilitation Services, including 2 years in a supervisory capacity.

**Education & Experience Substitution:** Current national certification as a Certified Rehabilitation Counselor (CRC) or Certified Vocational Evaluator (CVE) **-OR-** Current West Virginia licensure as a Licensed Professional Counselor (LPC) may substitute for the required Master's degree. Additional experience as described above may substitute for the required Master's degree on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.